

Community Benefit Report

For the fiscal year ending June 30, 2016



RIDEOUT
HEALTH



Rideout Regional Medical Center Delivering On Our Promise

For more than one hundred years, Rideout Health has been caring for the health of our communities. As we look to the next one hundred years, it is our privilege to present the expansion of the Rideout Regional Medical Center, a world-class healthcare complex designed to serve the Yuba-Sutter community and our surrounding region.

Rideout Health has made an unprecedented investment in equipment, technology and clinical services designed to enhance patient care, safety, and privacy, all supporting our quest to improve the well-being of everyone in our community, regardless of their circumstances or ability to pay.

When the new expansion opens, it will feature a new six-story addition and rooftop Helipad and relocate the existing hospital's main entrance. **The new addition will offer:**

Floor One:

- A main lobby with easy access to the admissions department and gift shop
- Miss Southern's Café and outdoor dining patio
- An expanded Emergency Department, adding 16 additional beds and an expanded triage area
- Diagnostic Imaging close to the Emergency Department valued at tens of millions of dollars
- Laboratory services

Floor Two:

- Three Angiography Suites with fully digital angiography systems
- A 10-bed prep and recovery suite
- Two Endoscopy suites
- Twenty new private inpatient care suites

Floor Three:

- 36 private in-patient care suites with bathrooms and large windows

Floor Four: Family Birthing Center

- 26 private suites with bathroom and shower and room for bassinet and family members
- A well-baby nursery and a state-of-the-art Neonatal Intensive Care Unit

Floor Five: Family Birthing Center

- 12 Large, private labor and delivery rooms offering comfortable seating for guests, restroom and convertible couch for overnight stays
- Two C-section rooms
- An Ante-Partum testing unit and triage

Floor Six:

- Mechanical, Plumbing, Telephone & Information Systems

Rooftop:

- 45X45' Hospital Helipad



Fremont-Rideout Health Group
DBA: **Rideout Health**

Fiscal Year 2015-2016

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Rideout Health*

Community Benefits Plan and Assessment Update

Rideout Health (RH) is pleased to submit its annual community benefits report to the California Office of Statewide Health Planning and Development (OSHPD). The report includes activity conducted during the 2015-16 fiscal year.

RH has been in operation since 1983, when Fremont Medical Center in Yuba City and Rideout Memorial Hospital in Marysville merged to form a private, not-for-profit health system. RH's Board of Directors have defined a vision to provide high quality, comprehensive health care to all residents of the Yuba-Sutter community and our surrounding region, regardless of the ability to pay, while persistently working toward improvements to, and expansion of, health services and programs. *In August 2012 Fremont-Rideout Health Group changed its brand name to Rideout Health, however, the legal name remains Fremont-Rideout Health Group.

Mission Statement

To improve the wellbeing of everyone in our community through quality and compassionate health care

Vision Statement

Creating a healthier community

Spirit Values

STEWARDSHIP

Using all resources effectively in order to preserve and advance our mission

PATIENT-CENTERED

Deliver safe, high quality care to every patient, every time

INNOVATION

Continuous adoption of new ideas and better ways to deliver care and achieve operational excellence

RELIABILITY

Meeting and sustaining behaviors and expectations under each value

INTEGRITY/RESPECT

Adherence to a set of moral and ethical principles

TEAMWORK

A cooperative effort by the members of a group to achieve safe patient care

Our Communities

The service area of RH is primarily comprised of the Sacramento Valley, California counties of Yuba and Sutter, with a combined population estimate of 170,955 (2015). Both Yuba and Sutter counties have outpaced the growth rate in California over the past two decades, and are projected to continue to outpace the statewide growth rate. Of the total population, 26 percent are under the age of 18, and 13.2 percent are elderly age 65 or above. The elderly population is expected to more than double from 2010 to 2035.

Like many cities, Marysville and Yuba City are grappling with numerous socioeconomic challenges. Many residents are economically disadvantaged: Income in both counties is below the statewide average, and the poverty rate is higher than the statewide average, according to the following income and poverty statistics from the U.S. Census Bureau: The 2016 median per capita income for Sutter County was \$23,828 and for Yuba County the per capita income was \$19,586, compared to the statewide per capita income of \$29,906. The percentage of Yuba-Sutter's residents living below the poverty level exceeds the statewide average of 15.3 percent: the poverty rate is at 18.2. In 2016, the combined poverty rate for the two counties of 18 percent exceeded the statewide average poverty rate of 15.3 percent. Significant health issues are associated with poverty.

According to the United States Bureau of Labor Statistics, in the 20 years from 1990 to 2010, the unemployment rate for the Yuba-

Sutter region was at a high of 19.5 percent in 2010 and a low of 8.8 percent in 2000. While the region's economy has shown some signs of improvement, the annual average rate in 2015 was 10 percent, twice the California rate of 5 percent, according to the California Employment Development Department.

According to the 2015 University of Wisconsin and Robert J. Wood Foundation County Health Rankings, Yuba County ranked 46th out of 58 counties in California for overall health and Sutter County was ranked 27th. According to the California Department of Public Health, Yuba County has the third highest mortality rate in California, and Sutter County has the 22nd highest mortality rate. Yuba County has the highest, and Sutter County the seventh highest, rate of death due to coronary disease.

The percentage of Yuba County residents with a disability is twice the statewide average. Yuba County has a disability rate of 14 percent, and Sutter County has a disability rate of 9.6 percent. The statewide average is 6.7 percent.

Before the implementation of the Affordable Care Act, the percentage of residents without health insurance was higher in Yuba and Sutter counties than the national average, according to the U.S. Census Bureau's Small Area Health Insurance Estimates. According to the Census Bureau, 21.5 percent of Sutter County residents and 19.1 percent of Yuba County residents were without health insurance for all 12 months of 2009, compared to the California uninsured rate of 20.1 percent, and the national uninsured rate of 16.3 percent. An estimated 10,000 additional individuals in Yuba and Sutter counties became Medi-Cal Certified Eligible in 2014 with the implementation of the Affordable Care Act, and the percentage of individuals without health insurance dropped to 14.3 percent in Yuba County and 14.6 percent in Sutter County. Many still struggle to find Medi-Cal providers, however.

RH provides community benefits to the communities we serve - demonstrating our commitment to the health of residents in our service area. We provide programs and activities that provide treatment or promote health and healing as a response to identified community needs in such a way as to improve residents' access to health care services, enhance the health of the community, and advance medical or health knowledge. RH's community benefit includes education, charity care, subsidized health services, community health improvement activities and more. RH creates access to health care in our region for individuals and families who struggle against poverty, disability and isolation.

RH Owns or Manages:

- **Rideout Memorial Hospital (RMH)**, a 173-licensed-bed, acute-care facility, which includes a Level III Emergency Department
- **Fremont Medical Center (FMC)**, a 46-licensed bed, acute care facility, which includes Perinatal, Labor/Delivery, Women's Imaging services, Radiology, and Ultrasound services
- **Rideout Emergency Department**, located inside Rideout Memorial Hospital, is the only emergency room between Southern Butte County and Sacramento. It is a Level III Trauma Center and Stemi-receiving center
- **The Fountains Skilled Nursing & Rehab Center**, a 145-bed skilled nursing facility, which includes a 24-bed Rehabilitation unit
- **The Courtyard Assisted Living**, a 54-unit residence for seniors
- **The Gardens**, a 25 private and 11 semi-private bed facility staffed with skilled and professional caregivers for Dementia and Alzheimer's patients. The Gardens also offers an adult day care support center including six additional deluxe units
- **Rideout Cancer Center**, a partnership between RH and UC Davis Health System, is a 42,000 square foot outpatient cancer treatment center
- **The Heart Center at Rideout**, a cardiac surgery and coronary intervention program, residing within Rideout Memorial Hospital, which offers complete cardiac care and surgical services
- **Rideout Surgery Center**, a free-standing outpatient surgery center
- **Sierra Health Care Center**, a durable medical equipment, supplies and oxygen business
- **Rideout Hospice**, provides compassionate care to patients with terminal illness
- **Rideout Home Health**, provides an extensive array of health services designed to promote healing and comfort at home
- **Rideout Occupational Health**, a comprehensive occupational health clinic which includes Rideout Drug Testing, a comprehensive Drug & Alcohol testing program

Other RH Services/Programs Include:

- **RH's Community Health Education Program** provides a variety of classes, seminars, support groups and events to help the residents of the Yuba-Sutter communities to improve and maintain their health and lifestyle
- **Rideout Cancer Center Clinical Trials**
- **Cancer Care Network**
- **Community Hospital Cancer Program**
- **Social Services**
- **Rideout Cardiac Rehabilitation**
- **Rideout Draw Stations**, outpatient laboratory services

- **Rideout Outpatient Nutrition Program**
- **Sweet Success Diabetes in Pregnancy**
- **Rideout Outpatient Rehabilitation Clinic**
- **Rideout Imaging Services**
- **Respiratory Care Services**
- **Surgical Services**
- **Rideout's Hospitalist / Intensivist / Surgicalist programs**
- **The Heart Center at Rideout: Cardiac Surgery, Cath Lab, Cardiology Services**
- **Rideout Neurosurgery Center**

Rideout Clinic

Rideout Clinic, established in 2012, is a nonprofit network of primary and specialty care clinics managed and staffed by RH. These clinics are led by the physicians and surgeons of Rideout Medical Associates, with whom we contract. The Physicians are Board-certified in their respective areas of expertise, e.g. orthopedics, E.N.T, cardiology, cardiac surgery, women's health, urology, general surgery, etc. The clinic structure attracts some of the brightest and best practitioners in Northern California and beyond, furthering our mission of providing the very best in healthcare to the residents of our community, right here in our community.

Rideout Clinics Include (FY 2015/16):

- **Rideout General Cardiology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Interventional Cardiology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Cardiac and Thoracic Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Ear, Nose & Throat Clinic** serves patients in Yuba City, Marysville, Nevada City, Grass Valley and the surrounding region
- **Rideout General Surgery** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Orthopedics Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Specialty Care Clinic** serves patients in Penn Valley
- **Rideout Thoracic Surgical Oncology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Urology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Vascular Clinic** serves patients in Yuba City, Marysville, Nevada City, Grass Valley and the surrounding region
- **Rideout Women and Children Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Women's Health** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Occupational Health and Drug Testing** serves patients in Yuba City, Marysville, and the surrounding region
- **Rideout Oncology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Primary Care Clinic at Richland Road** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Primary Care Clinic Grass Valley** serves patients in Nevada City and Grass Valley
- **Rideout Primary Care Clinic UCD** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Primary Care Clinic Town Center** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Family Physicians** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Primary Care at Sierra College Drive** serves patients in Nevada City and Grass Valley
- **Rideout St. Moritz** serves patients in Nevada City and Grass Valley

Charity Care and Unreimbursed Care | Community Benefits

In FY2015-2016 RH contributed the following:

Charity Care

Rideout Health provided \$892,460 in charity care to patients at Fremont Medical Center and Rideout Memorial Hospital

Medi-Cal Program

Rideout Health provided \$40,988,955 in unreimbursed hospital care to patients at Fremont Medical Center and Rideout Memorial Hospital

Medicare Payment Shortfalls

The total of government program costs provided were \$26,735,429.

Community Direct Services to Community

Rideout Health provided \$283,353 in community benefits and services.

On Call Physician Program

The overall total to provide our on call Surgicalist, Intensivist and Hospitalist physician services to the ED and to patients needing critical hospital care who have no physician and are indigent or on Medi-Cal is \$9,466,646.

Community Benefits provided to the community by RH include:

- Charity care and unreimbursed medical care
- Financial and human resource assistance to a variety of local community organizations
- Donations of equipment and supplies
- Membership and volunteer involvement in local chamber of commerce, civic and service organizations
- Cancer awareness programs and support groups
- Heart Health Awareness programs, including nutrition and fitness information and heart health screenings
- Diabetes education through free Community Health Education Classes
- Maternity education through free Community Health Education Classes
- Tobacco education through free Community Health Education Classes
- Maternity care for non-insured or Medi-Cal patients
- Rideout Healthy Kids School Assemblies encouraging healthy behaviors for students K-8th grade
- Hospice Volunteer Training program
- Support group facilitation
- Physician recruitment to meet community needs
- Community event participation
- Nursing and clinical education program
- Rideout Clinic Health Fair and participation in other community health fairs
- Chico State University Nursing Program

Assessing Community Needs

Improving community health involves much more than simply providing health care services to the under-served populations. It requires commitment to, and community involvement with the community at all levels. As a not-for-profit healthcare organization with a mission to help others, RH cares about people while we care for people. In addition, the Quality Council, a subcommittee of the RH Board of Directors, comprised of physicians, board members, hospital executive leaders, quality professionals and front-line staff review quality data as it relates to the patient population served and makes recommendations and allocates resources for quality improvement initiatives focusing on the processes and outcomes of care. And, RH representatives are active in community groups and collaboratives, including United Way, American Cancer Society, American Red Cross Northeastern California, Sutter and Yuba County Public Health, Cancer Care Network and UC Davis Health System, among others. These committees and programs, along with our Board of Directors, set the pace for assessing the communities' needs in regard to health care.

Community Health Benefits Plan

Creation of the Plan

RH has a long history of providing substantial benefits to those we serve. Our aspiration is to provide extraordinary care to our patients and to continue to promote health and healing for those who depend on us.

The Community Action Committee (CAC) was formed in 1995 from members of the RH Board of Directors, RH Foundation Board of Directors, administration and staff, and community members (including representation from physicians, educators, migrant farm representatives and business people). It is charged with assessing the needs of the community and developing a plan of action to prioritize and meet those needs. The committee gathers information and facts from a variety of sources from within RH and through community members, government and community agencies to develop the overall plan.

FY 2015-2016 Community Health Benefits Plan

Both state and federal law require that nonprofit hospitals conduct a community health needs assessment (CHNA) every three years to identify and prioritize the significant health needs of the communities they serve. The results of the CHNA guide the development of implementation plans aimed at addressing identified health needs.

Federal regulations define a health need accordingly: "...health needs include requisites for the improvement or maintenance of health status in both the community at large and in particular parts of the community (such as particular neighborhoods or populations experiencing health disparities)".

Rideout Health (RH) and Sutter Surgical Hospital – North Valley (SSHNV), two hospitals serving portions of both Sutter and Yuba counties in northern California share the same service area and jointly conducted the recent assessment. RH is located in Marysville, California and is a part of the Rideout Health System. SSHNV is located in Yuba City, California, and is owned in partnership with

physician owners and Sutter Medical Foundation. The CHNA was conducted over a period of ten months, beginning in July 2015, and concluded in May 2016.

Many dedicated community health experts and members of various social service organizations serving the most vulnerable members of the community gave their time and expertise as key informants to help guide and inform the findings of the assessment. Many community residents also participated and volunteered their time and told us what it was like to live in the community with limited or no access to healthcare and the basic resources needed to live a healthy life.

Findings:

Analysis of both primary and secondary data revealed four communities that met the criteria for classification as a Community of Concern, these included Linda (population 32,569); Live Oak (population 10,575); Olivehurst (population 26,753); Yuba City (population 41,309)

Health Needs for the Communities of Concern:

The identified significant health needs for the Communities of Concern are listed below in prioritized order:

1. Access to Quality Primary Care Health Services and Prescription Drugs

The highest priority significant health need for the Communities of Concern was access to quality primary care health services and prescription drugs. Primary care resources include community clinics, pediatricians, family practice physicians, internists, nurse practitioners, pharmacists, telephone advice nurses, and similar. Primary care services are typically the first point of contact when an individual seeks healthcare. These services are the front line in the prevention and treatment of common diseases and injuries in a community.

2. Access to Affordable, Healthy Food

The second highest priority significant health need was access to affordable, healthy foods. Eating a healthy diet is important for one's overall health and well-being. When access to healthy foods is challenging for community residents, many turn to unhealthy foods that are convenient, affordable, and readily available. Communities experiencing social vulnerability and poor health outcomes often are overloaded with fast food and other establishments where unhealthy food is sold.

3. Access to Mental, Behavioral, and Substance Abuse Services

The third highest priority significant health need was access to mental, behavioral, and substance abuse services. Individual health and well-being are inseparable from individual mental and emotional outlook. Coping with daily life stressors is challenging for many people, especially when other social, familial, and economic challenges also occur. Adequate access to mental, behavioral, and substance abuse services help community members to obtain additional support when needed.

4. Access to Specialty Care

The fourth highest priority significant health need for RH/SSHNV Communities of Concern was access to specialty care. Specialty care services are those devoted to a particular branch of medicine and focus on the treatment of a particular disease. Primary and specialty care go hand-in-hand, and without access to specialists such as endocrinologists, cardiologists, and gastroenterologists community residents are often left to manage chronic diseases such as diabetes and high blood pressure on their own.

5. Access to Health Education and Health Literacy

The fifth highest priority significant health need for the HSA was access to health education and health literacy. Knowledge is important for individual health and well-being, and health education interventions are powerful tools to improve community health. When community residents lack adequate information on how to prevent, manage, and control their health conditions, those conditions tend to worsen. Health education around infectious disease control (e.g. STI prevention, influenza shots) and intensive health promotion and education strategies around the management of chronic diseases (e.g. diabetes, hypertension, obesity, and heart disease) are important for community health improvement.

6. Access to Transportation and Mobility

The sixth highest priority significant health need for RH/SSHNV Communities of Concern was access to transportation and mobility. Having access to transportation services to support individual mobility is a necessity of daily life. Without transportation, individuals struggle to attain their basic needs, including those that promote and support a healthy life.

7. Additional Identified Health Need – Collaboration and Coordination among Community Services and Programs

When community health needs are viewed from a requisite perspective, or those things required to improve the health of the community, the idea that enhanced collaboration and coordination among organizations, programs, and services would lead to better health outcomes for community residents appears logical. All but one key informant identified this as a priority health need for the RH/SSHNV HSA.

To review the full CHNA report, please visit: <http://www.frhg.org/Community-Health-Needs-Assessment.aspx>

RH Has Chosen to Further Address the Health Needs Through the Resources and Programs Identified Below:

1. RH Clinic continues to recruit primary care physicians and employs PA's to help with patient load
2. The RH Community Garden provides free fresh vegetables to indigent populations in communities living in "food deserts" nearby
3. The Mental Health Emergency Stabilization Outpatient Unit has been integrated into the RH Emergency Department and functions in collaboration with Sutter Yuba Mental Health, utilizing county mental health and emergency psychiatry professionals, emergency telepsychiatry, ED staff, and crisis nursing
4. RH Clinic has opened additional Specialty Care clinics including the Rideout Urology Clinic (FY 2015/16). FY 2016/2017 two new specialty care clinics will soon care for patients locally, the Rideout Neurology Clinic and the Rideout General Surgery Clinic
5. We are educating and empowering our patients through our enhanced Community Health Education program: Rideout Healthy. Classes include: Tobacco Cessation, Maternity, Childbirth, Child Safety, Diabetes, Healthy Eating, Cancer Wellness and Hospice Grief Classes, Regional Health Fairs and for youngsters, our free Rideout Healthy Kids school assemblies for K-8th grade students in Yuba, Sutter and Colusa counties
6. RH Foundation assists cancer center patients, senior care and hospice care patients with transportation needs and more by providing provisions such as gas cards, bus passes, food cards and more to help indigent or low income patients with their travel needs
7. RH coordinates with the Sutter and Yuba County Health agencies and local low-income health providers to distribute health information and assist with health services

RH's Prior CHNA Plan of Action

A plan was devised to address issues from the prior 2013 CHNA; these important concerns included: Food & Nutrition and Adult Dental

- In September 2015, Health Fairs were held as part of our outreach: The Rideout Health & Wellness Fair offered nutritional outreach, experts in adult and children's dental exams, screenings, health information. Physicians, nurses, nutritionists and other healthcare professionals were on hand to present information and screenings to attendees
- In 2014 the Rideout Healthy Kids program presented school assemblies for K-8 students at schools throughout the Yuba-Sutter region. In 2015 we extended the program to nearby Colusa County. More than 20,000 students have been reached through this program
- A free Diabetes Education series was designed to help deliver important health information. The series included classes on: Nutrition, activity, medications and healthy coping. Classes were held in English and Spanish.
- Free Healthy Eating classes were presented by a registered dietician and clinical nutritionist

Community Health Education

RH's "Rideout Healthy" program offers free community health education classes to all community members focused on the benefits of eating healthy, exercise, and emotional well-being. At RH we strive to give people the resources and encouragement they need to live the healthiest lives possible.

- In 2014 the "Rideout Healthy Kids" program began. This program provides health education to elementary and middle school children in an interactive musical theater performance and a comedy show. An evaluation of specific outcomes of this program included the following:
 - In 2014 the program was delivered to over 22,000 Yuba-Sutter school system students
 - In 2015 the Rideout Healthy Kids program was expanded to neighboring Colusa County
 - Teacher evaluations were conducted after each program was delivered to assess observed behavioral changes and increased awareness in the students that attended the program. A sample of evaluations was selected at random (n=22) to demonstrate the impact of the program. This analysis revealed that 64% of teachers surveyed reported observing an increased awareness of healthy eating habits and 59% reported observing an increased awareness of exercise and activity habits in the students that attended the program
- RH developed a series of new health education classes and delivers these monthly throughout the calendar year. Topics include nutrition, diabetes management and grief/health coping
- The RH Teen Leadership Council built planter boxes, planted, tended and finally reaped the rewards of their work to share with nearby families. The location of the property is adjacent to a food desert identified in the 2013 CHNA.

Critical Nursing and Clinical Technician Shortage

According to the American Association of Colleges of Nursing (2014), and the Bureau of Labor Statistics' Employment Projections 2012-2022, within the next 7 years a national nursing shortage of 1.05 million registered nurses is projected. As a rural regional medical center RH continues to face challenges similar to rural regional medical centers across the nation, including recruitment competition

from regional medical centers within a forty mile radius. Recruiting registered nurses and other clinical technical personnel to the Yuba Sutter area poses an ongoing challenge. In addition to the national shortage of registered nurses, recruitment of specialized nurses is particularly difficult in the following areas: critical care, labor and delivery, and perioperative and procedural areas. In addition to nursing, RH also is challenged with recruiting physical therapists and physical therapy assistants, occupational therapists and occupational therapy assistants, operating room technicians, and speech pathologists.

New Grad Program for Nurses: A Residency Program

In Sept. 2012, RH welcomed its first nurse residency cohort for new graduate registered nurses. The year-long curriculum integrated didactic training with clinical patient care. Each new resident was partnered with a skilled preceptor and a nurse mentor with the goal of ensuring the new resident transitions from novice to competent nurse, with ongoing support and continued mentoring.

The RH nursing residency program continues to be modeled after national best practice residency programs, and RH has been able to expand its staff of experienced nurses as a result of the residents who are now part of our nursing team.

The new graduates meet approximately 10 times within their first year. Meetings occur monthly for four hours and these meetings are designed to support new graduate RN's with their transition to the profession while gaining insight from educators and leaders.

For the past four years, the Chief Nursing Officer has demonstrated her commitment to the investment in these nurses and ensures that they receive not only the technical and clinical training needed to be skilled and competent nurses, but also the emotional leadership and support to ensure their job satisfaction and professional growth. Since 2012, RH has welcomed four additional cohorts of new graduates into our RN residency program.

Our statistics speak to the progressive success of the residency program as we improve our recruiting process and elements of the program. With each cohort the number of applicants, RH receives many more applicants than available positions.

- January 2015: 32 new graduates: 28 are still with RH: 88% retention
- August 2015: 25 new graduates: 24 are still with RH: 96% retention

RH is committed to our mission, which is to provide compassionate and superior healthcare to everyone in our community and region. This commitment is demonstrated in our hiring practices, as we attempt to recruit from within our community, thus providing exceptional care, close to home, for every patient, every time.

Recruitment Strategies and Programs:

RH is focused on recruiting and retaining qualified and dedicated staff to support the organization, mission and communities we serve. Currently, RH is experiencing the greatest challenge recruiting in the following positions: Specialty RN's in CVICU, ICU, CVOR, and Surgery, Clinical Laboratory Scientists and Rehabilitation Staff (specifically, Physical Therapists, Occupational Therapists and Speech Therapists). We have implemented multiple strategies to increase our candidate flow to these positions. In nursing, we have been successful in recruiting and training new grad nurses, but are limited in the numbers we can train in a given time period. RH provided clinical training for several nursing programs to include precepting through our Education Department. RH continues to offer specialized training with a focus on clinical skills.

We also participate in several programs partnering with local and regional education institutions for alumni recruitment and internship opportunities, as well as partnering with external specialty recruiting firms. Some additional efforts include:

- Two local career fairs in partnership with One Stop
- Four high school career fairs
- Zip Recruiter professional job board posting
- Experienced RN – recruitment communication targets at RN's
- Direct Mailer Postcards sent to licensed professionals in particular career fields

RH maintains 4 full-time recruiters, 1 onboarding specialist and a department manager. All have focused on improving relationships with the local nursing schools. This has led to hiring 43 new grads from January 2016 to November 2016. The department focuses on hiring the most qualified, driven nurse, to provide the best care to our patients. This was accomplished through a panel screening process. We have also been able to convert some of the most talented nurse travelers to permanent RH opportunities – many into critical care areas.

RH utilizes large screening sessions and interview panels for departments who have multiple positions to fill and a large number of candidates to accomplish the most efficient process possible. RH tracks all open positions and reporting times to present an internal metrics monthly report to RH leadership.

RH enhanced their recruitment system last year to include staff and reference assessments. This year we added a leadership assessment

tool. These assessments produce interview guides which are behavioral-based interview question specific to the information provided by the candidate. Our RideoutHealth.org site has also been enhanced to create a great candidate experience and is a key marketing tool that shows RH as an excellent place to work.

Throughout FY 2015-2016, RH continues to offer competitive salaries and benefits, an education loan repayment program, relocation assistance (to those who qualify), employee referral incentive program, free continuing education units, and free leadership development classes.

The Rideout Health Foundation approved \$50,000 in loans to employees enrolled in a nursing program or other hard-to-fill health professions, the loan is forgiven if the employee remains an employee for a period of two years (full-time equivalent) in the position they are going to school for. In addition \$20,000 in scholarships were awarded to area high school seniors and college students pursuing a career in healthcare, \$12,000 in scholarships were awarded to employees furthering their education to obtain a nursing leadership role and a total of \$6,000 was awarded to Teen Leadership Council Alumni, furthering their education in healthcare.

The Rideout Health Foundation sponsors the DAISY Award Program for Extraordinary Nurses - to honor and recognize the wonderful work nurses do for patients and families every day.

Quality

RH has made significant enhancements to its quality program by employing a team of Quality Performance Specialists who have been assigned to patient care units. This team collaborates with nursing and physician staff to identify and bridge any performance gaps, assists with additional training and coaching and supports our staff in the delivery of quality care. In addition, the Quality Performance Specialists support other quality activities for Medical Staff Departments and Committees such as peer review, data presentation and special studies.

Quality Programs Include:

- A system-wide Infection Prevention Program aimed to prevent healthcare-associated infections. The department also works to prevent the risk of exposure to patients and staff from potential infectious diseases. Currently, the team consists of the Director, Infection Preventionist, and Infection Prevention Support Specialist.
- Education programs for front-line staff, members of leadership and physicians on relevant quality and regulatory standards pertaining to their Area of Specialization.
- Clinical Rounding for standards compliance, Values-Based Purchasing/Core Measures, compliance with other high-risk, problem prone and high risk conditions as applicable to their Area of Specialization – all in an effort to promote the practice of evidence-based care.
- Using and implementing new data systems and tools to continue the enhancement of the identification and development of our Quality Improvement Plans to improve patient care.
- Development and implementation of over ten (10) applications and databases that allow us to identify and correct compliance issues, including direct leadership identification and corrections across the entire foundation. The Quality Management Department has designed and is in the process of implementing a Quality Assurance/Performance Improvement (QAPI) program in over sixty-eight (68) RH Departments.
- Implementation of the Premier Connect which allows RH to review physician performance and Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE).

RH Physician Appointments

July 2015

- Christopher Forsythe, MD – Emergency Medicine
- Heidrum Gollogly, MD – Ophthalmology Surgery
- Jonathan Hulkower, MD – TelePsychiatry
- George Jacobs, MD – TelePsychiatry
- Jennifer Morley, MD – Emergency Medicine
- Mary Grace Tapawan-Serrano, MD – Family Medicine

September 2015

- Chad Nadler, MD – General Surgery
- Sidney Crain, MD – Medicine/Hematology/Oncology
- Haulk Tezcan, MD – Medicine/Hematology/Oncology

October 2015

- Brian Flanagan, MD – Anesthesiology
- Amandeep Gill, MD – Medicine/Hematology/Oncology

- Amerdeep Dhugga, MD – Family Medicine (Hospitalist)
- Scott Chang, MD – TeleRadiology
- Glenn Koh, MD – General Surgery
- Craig Griffiths, CRNA – Anesthesiology

November 2015

- Ellen Chan, MD – Pediatrics
- Kenneth Cheung, MD – Teleneurology
- Roopa Dillikar, MD – Internal Medicine
- Aaron Kalin, DO – Anesthesiology
- Kelley Kalin, DO – Anesthesiology
- Sabeen Lulu, MD – Teleneurology
- Dhraminder Mohan, MD – Anesthesiology
- Reza Pirsaheli, MD – Teleneurology
- Alan Shatzel, DO – Teleneurology
- Peter Skaff, MD – Teleneurology
- Timothy Pace, PA-C – Surgery

December 2015

- Monika Hornyak, CRNA – Anesthesiology

January 2016

- Ryan Armour, DO – Teleneurology
- Robert Dias, MD – Teleneurology
- Asish Ghoshal, MD – Teleneurology
- Ehsan Hadi, MD – Teleneurology
- Joyce Loeffler, MD – Urology
- Alex Nee, MD – Teleneurology
- John Schafer, MD – Teleneurology

February 2016

- Hamidreza Aliabadi, MD – Neurosurgery
- Asad Chaudhary, MD – Teleneurology
- Bahram Chehraz, MD – Neurosurgery
- Michael Dengel, MD – Teleneurology
- Timothy Donahue, MD – Surgery
- Joseph Dougherty, MD – Surgery
- Howard Fan, MD – Teleneurology
- Lucian Maidan, MD – Teleneurology
- Andrew Pelech, MD – Pediatrics Cardiology
- Kavian Shahi, MD – Neurosurgery
- Amber Moses, CRNA – Anesthesiology

March 2016

- Steven Davis, MD – Teleradiology
- Donald Nicell, MD – Teleradiology
- Nguyen Khanh, MD – Teleradiology
- Sergey, Shkurovich, MD – Teleradiology
- William Whetell, MD – Teleradiology
- Jeffrey Wu, MD – Radiation Oncology

April 2016

- Kaushik, Ivaturi, MD – Internal Medicine
- John Wang, MD – Urology
- Kevin Mitchell, MD – Surgery

May 2016

- Mabel Chu, DO – Vascular Surgery
- Du Chi, MD – Family Medicine
- Susanna, Horvath, MD – Teleneurology
- Farhad Mazdisnian, MD – Internal Medicine
- Ashlyn Carmack, PA – Acute Care Medicine
- Carla Kelley, CRNA – Anesthesiology
- Nicole Nasser, NP – Emergency Medicine
- Sharandeep Johl, NP – Medicine

June 2016

- Arturo Garcia, MD – Surgery
- Christopher, Davis PA – Cardiac Surgery

In an effort to always strive towards our mission to provide superior healthcare to everyone in our community, we continue to recruit physicians in areas of great need. Some areas of focus have included Critical Care, Primary Care and Gastroenterology. Additional medical practices allow health care access to all patients including those patients with Medi-Cal or without insurance. Remote services for Teleneurology and Teleradiology continue to ensure 24/7/365 coverage.

Access and Affordable Health Care

- RH continues to screen infants born at Fremont Medical Center for possible hearing loss, regardless if insurance covers the procedure
 - The physicians who choose to practice at RH in such specialties as family practice, pediatrics, obstetrics/gynecology, and internal medicine meet the needs of the underserved in the community. These medical practices have increased health care access to all patients on Medi-Cal and without insurance
 - RH funds the Community Health Education Program - Rideout Healthy, which provides free classes each month on health-related topics. Information is also given regarding access to health care. Class topics are determined by the results of a survey that participants are asked to complete on what classes they are interested in hearing about in the future and include smoking cessation, childbirth classes, nutrition classes and diabetes education
 - A specialty clinic in Penn Valley (Nevada County), The Rideout Specialty Care Center brings specialty healthcare services, such as cardiology, urology, vascular and infectious disease, to the Penn Valley area
 - Three Primary Care clinics are now located in Grass Valley to provide primary care services to patients in Nevada County
-

Cancer Needs of the Communities

Summary: Before opening the Rideout Cancer Center with UC Davis Cancer Center, in September 2000, RH identified that more than 600 patients traveled outside the Yuba-Sutter area each year to seek outpatient cancer treatment. In addition, Yuba County has an extremely high rate of all cancer deaths that exceeds both the state and Healthy People 2010 national objective. Sutter County's rates, while not as high as Yuba County, exceed both California and Healthy People 2010 national objective. The top 5 sites for cancer at RH in 2015 were breast, lung, prostate, colon and bladder.

The Rideout Cancer Center (RCC) provides cancer patients with the most up-to-date and effective cancer care in the Y-S community. Partnered with UC Davis is a National Cancer Institute (NCI) designated cancer program, comprised of research, clinical trials and the latest technology.

The 42,000 square foot Rideout Cancer Center integrates care management, Radiation Oncology, PET/CT Services, Medical Oncology (Chemotherapy), Hematology (Blood Diseases) and Clinical Trials with a team of highly trained board certified physicians, oncology certified nurses (OCNs), certified Radiation Therapists (RTTs), a Social Worker (MSW) and a registered dietician (RD).

FY 2015-2016

Cancer Needs in the Community:

American College of Surgeons Commission on Cancer (ACoS CoC) designated the RH Cancer Center, in partnership with UC Davis Health System as a "Community Cancer Program", this accreditation requires that the Cancer Center follows high standards of care and provides a more comprehensive approach to cancer treatment. UCD announced their National Cancer Institute (NCI) had earned "Comprehensive Cancer Program" designation, which comprises research, clinical trials and the latest technology. The partnership with the University of California, Davis Cancer Care Network provides patients with quality care they might expect from a large university medical center with the compassion and personalization of a community based hospital. The Rideout Cancer Center provides:

- Monthly Educational Display in Lobby on different types of cancer
- Virtual Tumor Boards 4 times each week
- Patient & Family Advisory Council – New Goals to Improve Patient Care
- Chemotherapy & You Classes for New Chemotherapy Patients (Every Wednesday)
- Professional Governance Nursing Meetings, including VTB Nursing Meetings with UCD Satellite Facilities-Monthly
- Wellness Center, providing yoga and art (Every Friday)
- Cancer Center Library, Cancer Support Group (Every Thursday)
- Wellness Center, Look Good Feel Good (Quarterly)
- A Nurse Navigator to guide patients through their course of treatment
- Survivorship Program for patients after they have completed their course of treatment
- Senior Health Fairs
- Healing Environment Donor Recognition Artwork throughout the Rideout Cancer Center
- Peer Navigator Program
- American Cancer Society, Relay for Life (June 2016)
- Rideout Cancer Center Survivorship Event (May 2016)
- Pink October Race for Awareness – Survivor Breast Cancer Gift (October 2016)
- Pathways Red Ribbon Week Kickoff – Lung Cancer (October 2016)
- The Patient Resource Center
- Medical License Social Worker
- Patient Discretionary Fund
- Public Resource Library
- Cancer Support Groups
- Wellness Center, Teen Talk Monthly (Every 4th Monday)
- Quarterly presentation, "Nutrition for Persons with Cancer"
- In- house Registered Dietician counseling at risk patients
- Bi-Weekly Tumor Conferences
- Patient and Family Advisory Council (Quarterly)
- Annual Report
- Updated website
- Two General Tumor Boards per month at Rideout Cancer Center
- Monthly Educational Display in the Lobby (Emphasize 12 cancers, one each month)
- Clinical Practice Meeting Monthly
- Cancer Committee meets quarterly
- Professional Governance Medical Assistant Meetings
- Plumas Lake Run – Provided information on skin cancer, assisted with first aid (April 2016)
- Bike Around the Buttes Event – Display on Skin Cancer, sunscreen provided with information cards (April 2016)
- Cancer Survivorship and Lilly Arts on Canvas (June 2015)
- Valley Muffler Car Show benefitting Rideout Cancer Center Discretionary Fund: Skin Cancer educational display (June 2016)
- Farmer's Market Display on Skin Cancer, sunscreen and education brochures handed out to community

Unified in Patient Focused Cancer Care

The UC Davis Cancer Care Network is a collaboration of hospital-based cancer centers in Northern and Central California dedicated to providing first-rate care to patients close to home. Through the network, the expertise of a National Cancer Institute-designed cancer center is linked with the unique insights of the hospital-based community cancer centers. Oncology teams at participating sites are committed to working together to provide the latest diagnostic techniques and treatment approaches to their patients.

Cancer Care Network facilities interact across network sites through “virtual tumor boards.” Using state-of-the-art telemedicine technology, teams of specialists in different locations meet via real-time videoconferencing, share medical information and agree on treatment plans. Patients then receive care in their own communities and from their own physicians. Virtual tumor boards also provide opportunities to assess patients’ needs for novel treatments available through clinical trials and for appropriate referrals to UC Davis for specialty care.

Key Goals of the Network

- Provide first-rate community-based medical care to cancer patients
- Broaden access to new treatments available through clinical trials
- Ensure ongoing interactions among medical teams at multiple locations who are involved in patient care
- Increase the availability of the specialty and subspecialty cancer care available only at UC Davis
- Participate in local community events including the Punjabi-American Festival, Rideout Clinic Health Fair, the Bi-National Health Fair and other health fairs in our area to bring residents cancer information they need to protect and improve their health
- Bi-weekly Tumor Conferences are offered to the physicians in the community for CME credit
- The Rideout Cancer Center has developed the “Cancer Network” newsletter for patients and family members in our community. This newsletter educates patients on the latest cancer treatments, nutrition and community resources
- The Rideout Cancer Center hosts monthly programs of interest to all persons with cancer and their family, friends and/or caregivers
- The Rideout Cancer Center offers space and support for the following Support Groups
- Crossroads: Breast Cancer Support Group; Man to Man Prostate Support Group; Caregivers Support Group
- Coping with Cancer and Cancer and Fatigue lectures are held for patients and family
- Sixth Annual Cancer Survivor Event (May 2016)
- Cancer Survivorship and Lilly Arts on Canvas (June 2016)
- Dance With Our Stars, a fundraiser to benefit the Rideout Health Foundation (June 2016)
- Valley Muffler Car Show benefitting Rideout Cancer Center Discretionary Fund – Skin Cancer educational display (June 2016)
- Farmer’s Market Display on Skin Cancer, sunscreen and education brochures handed out to the community

The Heart Center at Rideout Memorial Hospital

The RH primary service area of Yuba and Sutter counties represents a combined population of approximately 170,000 residents. In comparison to the other 56 counties in California, this population is positioned among the worst in the state for health rankings. For measures such as morbidity, mortality and poor health behaviors, Yuba and Sutter counties are statistically worse than the majority of state and national benchmarks. Compounding the health challenges of Rideout Health’s patient population are the poor social and economic factors and physical environment which also fall far below average for state and national statistics. (County Health Rankings and Roadmaps 2013, Robert Wood Johnson Foundation).

With concerns specific to cardiovascular health, statistics for heart disease and stroke reported by CDC indicate death rates which are far worse in Yuba County than state and national averages for coronary heart disease and acute myocardial infarction. Historically, Yuba County had the sixth-highest coronary heart disease-related death rate of California’s 58 counties, according to the California Department of Public Health, Sutter County was the 11th worst. In sum, these values suggest that the health needs and status of the Yuba and Sutter area are particularly severe and unique. In addition to Yuba and Sutter counties, RH also provides services for the surrounding counties of Colusa, Butte, Sierra, Nevada and Placer.

The hospital provides cardiovascular diagnostic, minimally invasive, surgical and post-acute therapeutic and health maintenance services. In 2012, furthering its commitment to meet the unique and evolving demands of the community RH initiated an expansion in management of the Heart Center to establish the structure and operational benefits of a comprehensive cardiovascular program. The vision of this RH service line is to achieve and maintain a distinguished service based on value and quality which endures through innovation, leadership and a competitively strong and financially viable market position; allowing RH to exceed the expectations and needs of the community by providing excellence in cardiovascular care. The integrated nature of the service line creates improved synergy across units and delivers greater multi-disciplinary coordination of care to promote advantages in care effectiveness, efficiency, service quality and outcome for the patient. The service line also aligns various resources, efforts and outreach to enhance community and population health management needs for Yuba and Sutter counties.

RH provides inpatient and outpatient diagnostic support for patients with known, or suspected cardiovascular disease and/or neurological disorders. Procedures include echocardiography, electrocardiogram (ECG / EKG), holter and event testing, cardiac stress testing, and other advanced imaging studies. The imaging technology utilized in this service was improved to include the best three-dimensional (3D) cardiac imaging technology in ultrasound available to the market from industry leader Philips. These were acquired for our Cardiology and Cardiac Surgery settings to dramatically improve diagnostic capabilities, in particular for pediatric applications. Peripheral vascular imaging is also provided, such as lower extremity and carotid ultrasound. Early in 2017 we will see the addition of RH's Valvet Program; a guidelines driven, quality initiative aimed at early identification and care of patients with valvular heart disease (VHD) by optimizing clinical pathways and processes. When our newly constructed patient tower opens, services will be provided in both inpatient (inclusive of Emergency and Observation patients) and outpatient settings. The outpatient setting includes 4 dedicated rooms (2 – Treadmill, 1 – Cardiac Echo and 1 – Vascular Echo); while the new inpatient setting will mirror our outpatient delivery model. There are 10 ultrasound systems dedicated to inpatient and outpatient services of which half feature the most contemporary technology available.

The diagnostic and interventional cardiology catheterization laboratory (Cath Lab) at RH features new imaging technology in two dedicated rooms which were fully renovated between March 2012 and March 2013. The product of this major effort resulted in new state-of-the-art fluoroscopy imaging systems from Toshiba which provide optimal reference and navigation resources for cardiac catheterization. The labs provide diagnostic and novel therapeutic procedures which include unique approaches and device technology exclusively available within the region at RH such as Chronic Total Occlusion (CTO) and other cardiac and peripheral vascular procedures.

The RH STEMI (ST Elevated Myocardial Infarction) Program in partnership with pre-hospital emergency medical services (EMS) in the region provide rapid recognition, transportation and efficient care coordination designed to provide expedited intervention within 90 minutes for those suffering from a heart attack. Rideout is a Designated STEMI Receiving Center with the Sierra-Sacramento Valley (SSV) Emergency Medical Services Agency. RH partners with SSV and other STEMI Receiving Centers in the region to provide and improve response effectiveness for heart attack patients and regularly meets to evaluate performance and contribute to quality assurance measures. RH also provides continuing medical education in cardiac care to EMS pre-hospital personnel and elevates community awareness for heart attack recognition, response and 911 activation.

Cardiac Surgery at RH is provided in a dedicated specialized cardiovascular operating room (CVOR). The room is staffed by a unique team of highly trained cardiac surgery nurses and technicians exclusively dedicated to cardiac surgery. Common surgical procedures include open heart valve replacement and cardiac artery bypass graft (CABG) in addition to development and delivery for novel procedures which are unique within the region which include minimally invasive valves and Transmyocardial Laser Revascularization (TMR). In specialized cardiac nursing, RH features 12 Cardiovascular Intensive Care Unit beds and 24 Telemetry beds for advanced care specifically for our cardiac patients. Nursing and support personnel in these dedicated units are uniquely educated and trained to meet the complex and high acuity care needs for those with cardiovascular disease.

RH provides innovative community outreach and post-acute services through its Cardiac Rehabilitation Program (recognized as Phase II rehab following hospital discharge). For those with a history of cardiac disease, this service aims to improve patients' quality of life, health status and risk factor management by providing education and rehabilitative care that focuses on nutrition, exercise, stress-management, smoking cessation and other forms of counseling for secondary prevention. In addition, the Cardiac Rehabilitation facility offers a maintenance program (recognized as Phase III rehab), which allows patients to continue risk factor management and exercise indefinitely at our facility.

The Rideout Hospital administration, medical staff, Rideout Foundation and other community partners' work together to provide innovative community outreach centered on improving the quality of technology and services provided within RH and specifically targeted to elevate cardiovascular health within the region through greater community education and awareness. Recent examples of collaboration and events include various fairs and events that Heart Center staff attended to provide complimentary screenings. Community events included:

- Have A Heart For Kids 5K – Yuba City Unified School Districts
- Affair of the Heart – Women's Heart Health
- Various Local Health Fairs and Festivals

Mental Health – Substance Abuse Services

Summary: Identified the need for education about substance abuse, including alcohol and tobacco and support for victims of trauma

- RH sponsors free Tobacco Cessation classes monthly for the public (January thru November)
- RH continues to support the local Trauma Intervention Program (TIP), where trained citizens offer emotional and practical support to victims, their family members, friends and bystanders at 911 emergency calls
- RH continues to provide assistance to the Rideout Emergency Department Sexual Assault Response Team (SART) for equipment and training to help women and children of assault crimes

- RH Hospice staff continue their participation in Camp HUG, a camp for children who have lost a loved one. Held at Eagle Lake Ronald McDonald Camp, children learn how to deal with their grief in healthy ways. This camp is free for children ages 8-18 who have had a close friend or family member die within the last two years.
- RH provided meeting space to host Sutter-Yuba Network of Care and Mental Health Services training on Suicide Prevention and Aggression Replacement
- Grief Support Group and free CHE Class - Dealing with Grief During the Holidays

RH has joined forces with Sutter Yuba Mental Health to provide a Mental Health Emergency Stabilization Unit Initiative. The initiative offers an innovative solution for caring for the emergent needs of the mental health patient arriving at an Emergency Department in crisis. The Mental Health Emergency Stabilization Outpatient Unit is integrated into the ED and functions in collaboration with the local county mental health department, utilizing county mental health and emergency psychiatry professionals, emergency telepsychiatry, ED staff and crisis nursing.

Senior Services

Summary: Identified need for seniors to access medical information and screenings, transportation, adult day care and home health

- RH participates in local Senior Health Fairs and provides free health screenings and healthcare information wherever and whenever possible
- RH provides speakers to discuss topics on aging to any community organizations, church, social club etc.
- RH participates in and monetarily supports the Alzheimer Associations Walk to End Alzheimer's
- RH provides a "Community Resources for Seniors" handbook to senior citizens
- RH continues a licensed Skilled Nursing & Rehabilitation facility, The Fountains; two Assisted Living facilities, The Gardens, Alzheimer's and Dementia facility that includes an Adult Day Care Center, and The Courtyard
- RH offers Home Health and Hospice services to the communities we serve

Perinatal Services

Summary: Identified the need for perinatal outreach education and services for all pregnant women in our community

- RH offers free perinatal classes, which include:
 - Childbirth Preparation: Signs of labor what to expect at the hospital, labor variations, comfort measures, breast feeding, pain relief options and cesarean birth
 - Lifesaver Baby: Parents are instructed in infant CPR and choking
 - Maternity Tours: Tours of the Perinatal Department
 - Breastfeeding: Education on how to, and why it is important
- The Sweet Success program began in February 2007 at Fremont Medical Center. Sweet Success is a diabetes-in-pregnancy program that is run by our own staff, but is supported and evaluated by the Department of Health Services. There are typically 45-50 women enrolled in the program annually and the numbers continue to increase

Rideout Emergency Department

In August 2016, the long-anticipated Emergency Department expansion as part of the new tower project at Rideout Memorial Hospital received its license after passing a final inspection conducted by the California Department of Public Health, and immediately opened its doors. The new expanded ER elevates the quality of our institution and delivers the high standards of excellence that our community deserves. The newly-expanded Rideout Emergency Department increases capacity to 44 beds with a new lobby and waiting area. This additional expansion to the Emergency Department yields immediate benefits for the community, alleviating ED wait times for patients throughout the region. This expansion is the first phase in moving our new state of the art tower expansion. The new space enhances the ED team's ability to handle every kind of patient and patient need with dispatch and compassion. Currently Rideout works in collaboration with the Dignity Neuroinstitute to deliver care to stroke patients and with Yuba Sutter Mental Health to deliver psychiatric care. Rideout's designation as a Level III Trauma Center and STEMI-receiving hospital make us the nexus for emergent care for all or parts of five counties.

FY 2015/2016

- Hospital Emergency Response Team: This multidisciplinary team meets and trains with specific equipment that will be available for use during a disaster. The RH team has practiced with items such as stair chairs used for evacuation, PAPR suits used with HazMat training and Radio communication. This team is trained and able in a disaster to be mobilized to run the event.
- Official opening of ED tower expansion in August 2016
- Participate in statewide and local drills (Need to ask Kristen Kolleda about these details)- Radio Communication Drill between local Emergency Preparedness Dept. Participated in the Great American Shake Out drill for Earthquake Preparedness
- Level 3 Trauma designation for 2015 - 1,286 Trauma Activations
- Collaborative with Yuba Sutter Mental Health to treat the Psychiatric patient in an emergency

- Stroke Alert Program
- Remain a STEMI receiving center for Sierra Sacramento Valley
- Average 68,000 visits a year
- Sepsis program
- Recognized by CALNOCs for Mental Health Stabilization Initiative in the Emergency Department.

Rideout Memorial Hospital has received official verification of its Trauma Program from the American College of Surgeons (ACS). Rideout's Emergency Department is a Level III Trauma Center, STEMI-receiving Center and base hospital, as designated by the Sierra Sacramento Valley Emergency Medical Services Agency, the joint powers authority responsible for emergency services in ten northern California counties. While all hospitals with trauma centers must be so designated by the authority for their region, fewer than 50 hospitals anywhere in California have had their trauma programs verified by the ACS. This verification came after a two-day visit and Verification Survey of Rideout's emergency and trauma facilities, protocols and procedures, which was conducted in April 2014 by two trauma surgeon-specialists representing the American College of Surgeons' Committee on Trauma. Rideout Hospital averages 68,000 visits to its Emergency Department annually. During calendar year 2015, the hospital recorded nearly 1,286 trauma activations.

Outreach and Information/Education

Summary: The Community Action Committee identified a need to continually provide information on what health care services are available locally, how to access them and education on basic health care.

- RH supports the Trauma Intervention Program to train local volunteers working with traumatized victims
- RH supports the California Highway Patrol Safe Senior Driving program
- RH continues to provide translation of vital written material into Spanish, Punjabi and Hmong languages, including drug- testing consent, home care consent, information for women on caring for their newborn, breast self-exams and mammography
- RH Foundation supports the Lung Cancer Awareness Dinner in November, which provides education in regards to access to screening and an update on improved treatment
- RH Teen Leadership Council (TLC): Thirty-nine area high school students from eight surrounding high schools are recruited to attend the TLC designed to engage young adults who have demonstrated outstanding leadership skills and a strong desire to make a difference in our community and healthcare. Members attend monthly meetings, participate in seasonal activities, act as Foundation liaisons for their schools, job-shadow healthcare professionals, participate in philanthropic activities and health care events
- RH Clinic and RH Foundation and committee planned a free Rideout Clinic Health and Wellness Fair with emphasis on health information, health screenings, healthy eating and exercise to take place on our RH campus. The fair was held in September 2015
- RH provided pamphlets on Adult Dental Health and access to affordable dental care
- RH provided temporary shelter for Casa de Esperanza, an organization that provides protection and education for victims of domestic violence and their children
- RH Nutrition Services provided good nutrition information in the café during National Nutrition Month.
- Rideout Hospital Auxiliary assembles Vial of Life packets for community outreach. The completed packets assist first responders with vital information on medications and medical history
- RH participated in the Bi National Health Fair on October 11, 2015 and provided information on breast health and imaging services, emergency dept. STEMI Program information and community health education classes
- RH collected donations of emergency food, clothing and hygiene items for hundreds of families displaced by devastating fires in Lake County
- Rideout Cancer Center participate in the Sutter Surgical Hospital-North Valley community health fair providing sunscreen and cancer prevention materials
- RH participated in the Big 2 Little Yuba vs. Sutter County Weight Loss Challenge by providing a weigh-in/out station and promoting to all RH employees

Community Health Education

RH participates in community events and offers healthcare educational materials, free health screenings and healthcare professionals to answer questions based on their area of expertise. Participation included activities at the many local community events, speaking engagements, featuring health care professionals at the local Rotary clubs, senior citizens clubs and organizations (DOLS, SIRS), Soroptimist, Chamber of Commerce Business Connection, Senior Fairs, Punjabi-American Festival, Bok Kai Parade and as guests on local radio talk shows throughout FY 2015/2016.

Community Organizations

RH provided \$35,732 in financial support and additional in-kind support to other organizations dedicated to improving the health of the community. Some of the organizations are listed as follows:

Community Support FY 2015/2016 includes:

- Alzheimer's Association - Walk to End Alzheimers
- Marysville Gold Sox - Homerun for Health
- Live Oak Festival - Sponsor Community Festival
- Allyn Scott Youth & Community Center - Sponsor Free after school program
- Early Risers Kiwanis Club of YC – Sponsor Blues Brews & BBQ fundraiser
- Sutter Medical Foundation - Sponsor Swing Into Health
- Jacques's Dance Expressions - Sponsor Dance For A Cause
- Beale Military Liaison Committee - Sponsor Patriotic Golf Tournament
- Yuba Sutter United Way – Sponsor Live United Run United 5 and 10k
- Trauma Intervention Program - Program Support
- Geweke's Caring for Women Foundation – Sponsor Pink October events
- South Yuba County Rotary – Sponsor A day in the life of Yuba Sutter
- Ampla Health - Sponsor Binational Health Fair
- The Acting Company - Program Sponsor
- Yuba Sutter Childrens Type 1 Diabetes - Luminary Sponsor World Diabetes Day
- The Mary Aaron Museum - Docent Sponsor Historic Faire
- The Salvation Army – Sponsor Kettle Kick Off Breakfast
- Appeal-Democrat – Sponsor Newspapers In Education
- YS Chamber of Commerce – Sponsor Annual Gala
- Marysville Kiwanis – Sponsor Fishing Derby Event
- Harmony Health – Sponsor Annual 5K Run/Walk
- Live Oak High School – Sponsor Grad Night
- Soroptimist International – Sponsor An Affair of the Heart, Womens Heart Health
- Rotary Club of Yuba City – Sponsor Annual Crab Feed fundraiser
- Plumas Lake Education Foundation - Sponsor Run Plumas Lake
- FREED for Independent Living - Sponsor Spaghetti Fundraiser
- Big 2 Little Weight Loss Challenge – Award Sponsor
- Sutter Performing Arts – Sponsor Applause
- Soroptimist International – Sponsor Comedy Fundraiser
- Marysville High School - Sponsor Grad Night
- Yuba Sutter Legal Center – Sponsor Italian Night Fundraiser
- Alzheimer's Association - Sponsor Annual Caregivers Education Conference
- Bok Kai Parade – Sponsor Annual Parade
- Yuba College Foundation - Program Support Music Department
- Yuba City High School - Sponsor Grad Night
- National Child Safety Council - Program Support for Yuba Co. Sheriff's Dept. Outreach
- Yuba Sutter Arts - Sponsor Program Support
- Marysville Rotary Foundation - Sponsor Sodbusters fundraiser
- American Cancer Society - Sponsor Relay for Life
- The Salvation Army - Sponsor Progressive Dinner
- Kiwanis Club of Marysville - Sponsor Italian Night fundraiser
- YS Chamber of Commerce - Sponsor - Beale AFB Golf Tournament Benefit
- Family SOUP - Program Support for disabled
- Punjabi American Heritage Society – Sponsor Punjabi American Festival
- Linda Lions Club - Sponsor Car Show
- 20-30 Club - Sponsor Shipwrecked Fundraiser
- Yuba City Downtown Business Association - Sponsor Summer Stroll
- Flying U Rodeo – Sponsor Marysville Stampede
- Golden Empire Council - Sponsor Boy Scouts of America
- Marysville Kiwanis – Sponsor Hooked on Fishing Not on Drugs Event
- Iles Academy of Golf - Sponsor Golf Tournament Fundraiser
- Yuba Sutter Training Zone – Sponsor Peach Festival 5K walk/run
- Yuba Sutter Childrens Type 1 Diabetes Support Group – Sponsor Poker Night Fundraiser

RH Offers Free (CHE) Perinatal Classes:

- Childbirth Preparation: Signs of labor, what to expect at the hospital, labor variations, comfort measures, breastfeeding, pain relief options and cesarean birth; Early Pregnancy: Normal discomforts of pregnancy, comfort measures, body changes and nutrition; Lifesaver Baby: Parents instructed in infant CPR and choking; and Maternity Tours: Bi-monthly tours of the Perinatal Department; free Prenatal Yoga classes

RH Offers (CHE) Outreach Classes and Support Groups:

- Tobacco Cessation Classes: A free four-part-session series entitled Clean Break is offered monthly for tobacco users to learn behavior modification tools to effectively maintain a tobacco-free lifestyle
- Cancer Programs: RH offers a variety of support groups and therapy sessions for cancer patients and their caregivers.
- Outpatient Cardiac Rehabilitation: A three-month monitored exercise and formal education program for a patient's recovery from coronary illness
- Diabetes Classes - topics include: An Overview of Diabetes; Healthy Food Choices; Physical Activity; Blood Glucose Monitoring; Medications; Complications of Diabetes; Sick Day Management; Self-Care Behaviors
- Healthy Eating and Nutrition: Presentation and cooking demonstrations by registered dietitians and clinical nutritionist on healthy food choices.
- Support groups: RH provides meeting rooms for the following support groups: Grief Support Groups sponsored by Rideout Hospice; Yuba-Sutter Children's Type 1 Diabetes Support Group and Cancer Support Groups; TOPs (Take Off Pounds Sensibly)
- Service Organizations: RH provides meeting rooms for the following service organizations and educators: Kiwanis, United Way, Yuba College, American Cancer Society, American Red Cross, Yuba-Sutter Chamber of Commerce, Family Soup, Valley Quilt Guild, AAUW, Family SOUP, Rideout Hospital Auxiliary meetings.
- Local Agencies: RH provided meeting space to host programs offered by the California Highway Patrol and Sutter County Mental Health

Other Benefits for the Greater Community

SART Program

RH provides assistance to the Rideout Emergency Department Sexual Assault Response Team (SART) for equipment and training to help women of assault crimes. RH collaborated with law enforcement and Women's Advocacy Groups to establish in May 1996 the Yuba Sutter Sexual Assault Response Team

TIP Program

RH provided support to train volunteers for a Trauma Intervention Program (TIP). This program has more than 25 local citizens who provide comfort and support to those in distress.

Education & Training: Medical Staff Education

RH challenges itself to be a catalyst, advocate for, and a provider of education that promotes change, development and improvement.

Our CME program sees its purpose as providing high quality, evidence-based educational opportunities that are designed to advance physician competence, enhance practice performance, promote patient safety and, wherever possible, improve patient outcomes in the populations served by our physicians and healthcare providers. We seek to serve not only the educational needs of healthcare professionals with privileges at RH but the needs of other local and regional providers as well.

As an acute-care facility, our educational activities include department-specific and specialty-specific conferences and symposia. These events take the form of live courses and live regularly scheduled series. The educational design, instructional method and learning format for each event is chosen to best serve the educational needs and learning objectives of the planned educational activity. Methods for each activity will depend upon the identified need. They will include but not be limited to didactic lectures, workshops and panel discussions which include attendee interaction and case presentations.

Included among our educational offerings are updates in clinical medicine and basic scientific research and reviews of current or best practice recommendations for clinical care.

We expect improved application in our approach to clinical problems and newly acquired strategies, effective use of targeted skills with improvement or a favorable impact on patient outcomes.

CME Classes FY 2015/16 Included:

- July 14, 2015: Royce Calhoun, MD, General Tumor Board
- July 22, 2015: Royce Calhoun, MD, General Tumor Board
- August 19, 2015: Royce Calhoun, MD, General Tumor Board
- September 15, 2015: Royce Calhoun, MD, General Tumor Board
- September 29, 2015: Royce Calhoun, MD, General Tumor Board
- November 3, 2015: Royce Calhoun, MD, General Tumor Board
- August 21, 2015: Sukhdeep Sagoo, MD, Ortho X-ray Conference
- September 18, 2015: Sukhdeep Sagoo, MD, Ortho X-ray Conference

- October 16, 2015: Sukhdeep Sagoo, MD, Ortho X-ray Conference
- November 19, 2015: Douglas Lichti, MD, Trauma RSS
- January 5, 2016: Hoa P. Nguyen, MD, General Tumor Board
- February 2, 2016: Hoa P. Nguyen, MD, General Tumor Board
- February 16, 2016: Hoa P. Nguyen, MD, General Tumor Board
- March 1, 2016: Hoa P. Nguyen, MD, General Tumor Board
- April 5, 2016: Hoa P. Nguyen, MD, General Tumor Board
- May 3, 2016: Hoa P. Nguyen, MD, General Tumor Board
- May 17, 2016: Hoa P. Nguyen, MD, General Tumor Board
- June 7, 2016: Hoa P. Nguyen, MD, General Tumor Board
- June 21, 2016: Hoa P. Nguyen, MD, General Tumor Board
- May 6, 2016: Robert T. Wankmuller, Jr., MD, Neuro Conference
- March 18, 2016: Sukhdeep Sagoo, MD, Ortho X-ray Conference
- May 20, 2016: Sukhdeep Sagoo, MD, Ortho X-ray Conference
- January 18, 2016: Douglas Lichti, MD, Trauma RSS
- February 22, 2016: Douglas Lichti, MD, Trauma RSS
- March 21, 2016: Douglas Lichti, MD, Trauma RSS
- February 3, 2016: Candice Dickstein, BLS and ACLS
- June 16, 2016: Denise O'Sullivan, ACLS

Staff Education

RH provides ongoing training on site for its nursing and clinical staff as well as non-clinical staff. On-site education for RH employees is provided free of charge to the employee. In addition, RH pays for staff attendance at approved training from outside sources when approved by the employee's manager

Non-Quantifiable Benefits

Rideout Hospital Auxiliary and Fremont Medical Center Auxiliary provided more than 10,000 hours of volunteer services at Fremont Medical Center and Rideout Memorial Hospital in Fiscal Year 2015-2016. Both auxiliaries render service to the hospitals, patients and families. Since 1959, the Fremont Medical Center Auxiliary members have served more than 588,000 volunteer hours; since 1958 the Rideout Memorial Hospital Auxiliary members have served more than 757,000 volunteer hours. The Auxiliaries' various fundraising efforts throughout the year enable them to fund scholarship awards, help purchase needed equipment and fund programs for RH.

Other volunteer groups that render service to RH include Rideout Hospice, Rideout Cancer Center, Senior Services, Emergency Department, RH Board of Directors and the Rideout Health Foundation Board of Directors and associated committee members.

RH provides leadership representation to the following groups and organizations:

- Alzheimer's Association: Walk to End Alzheimer's
- American Cancer Society
- Beale Air Force Base Community Council
- Healthy Kids Health Board
- Pink October / Breast Cancer Awareness
- Rotary, Kiwanis and Soroptimist Civic Clubs
- Sutter County Chronic Disease Prevention
- Yuba City Downtown Business Association
- Yuba Sutter Chamber of Commerce
- Yuba Sutter Economic Development Corporation
- Yuba-Sutter Homeless Consortium
- A variety of RH employees volunteer at local schools, participate as guest speakers or lecturers at schools about health topics and career opportunities
- RH Trauma staff provided a presentation and support to the Yuba City Firefighters Foundation at their annual event



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